## 3- TIER SYSTEM

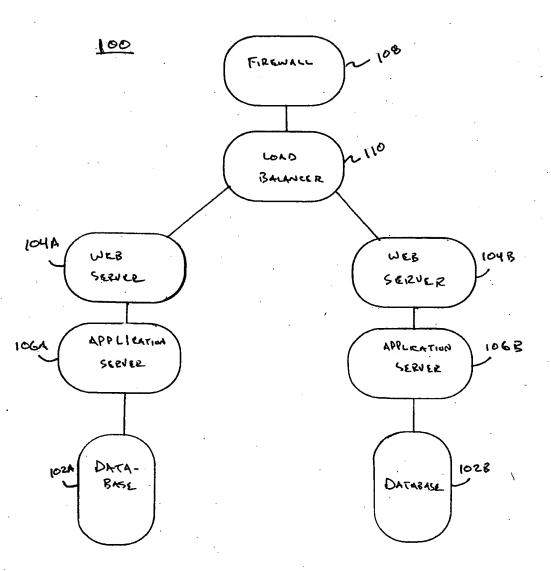


FIGURE 1

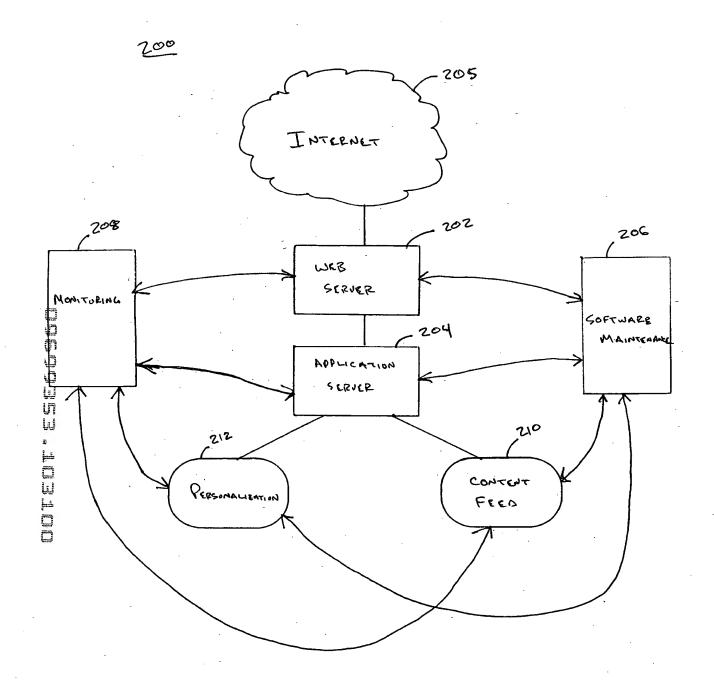


FIGURE 2

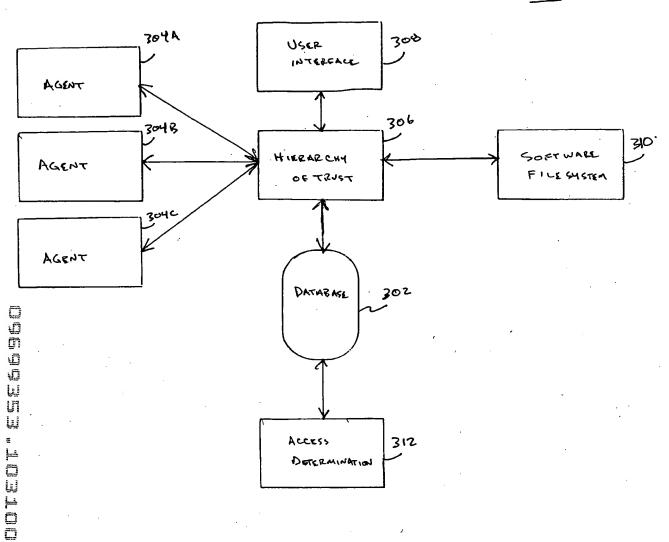


FIGURE 3

## CUSTOMER RULE PACKAGE

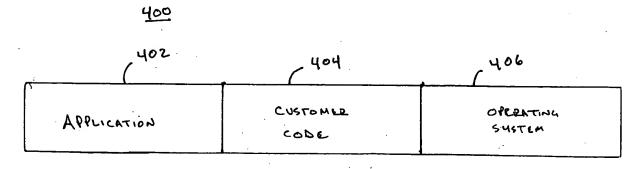


FIGURE 4

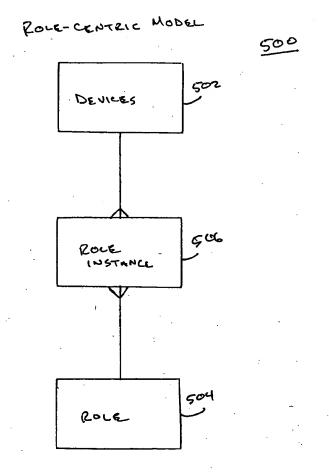


FIGURE 5

SERVICE-CENTRIC MODEL



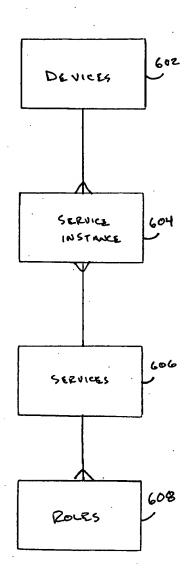


FIGURE 6

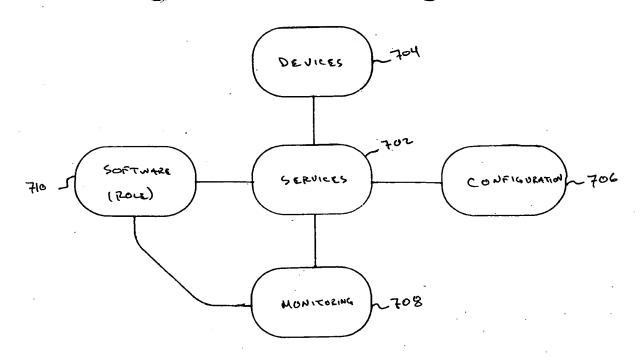


FIGURE 7

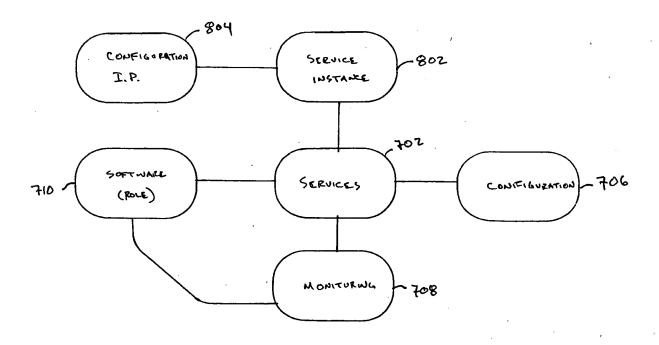


FIGURE 8

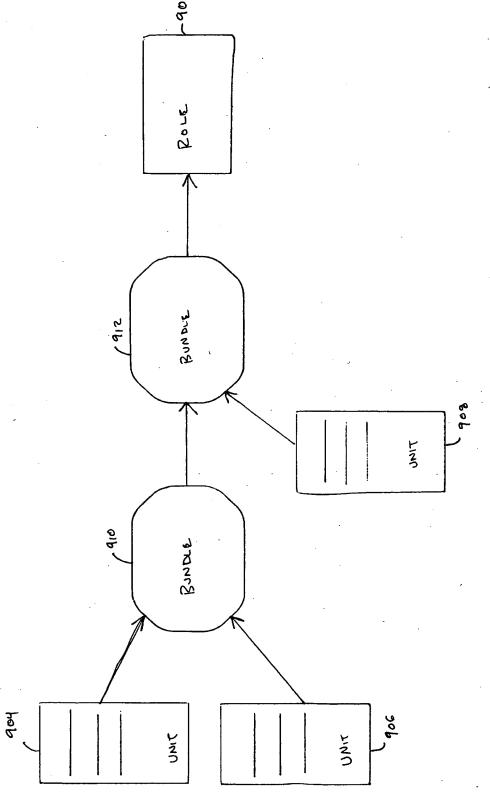
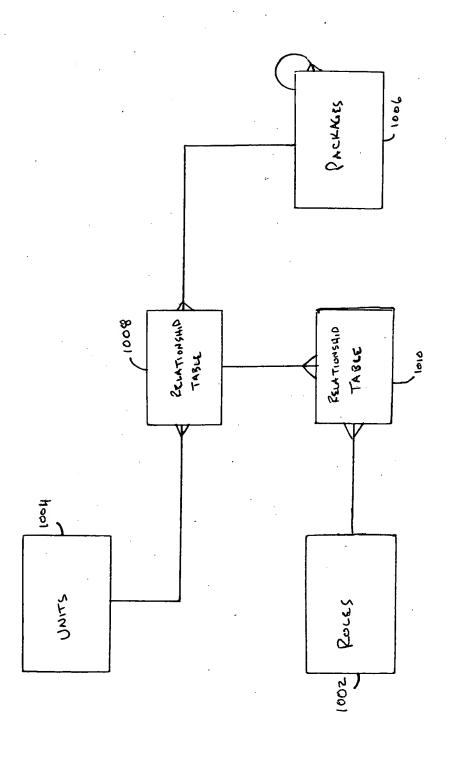
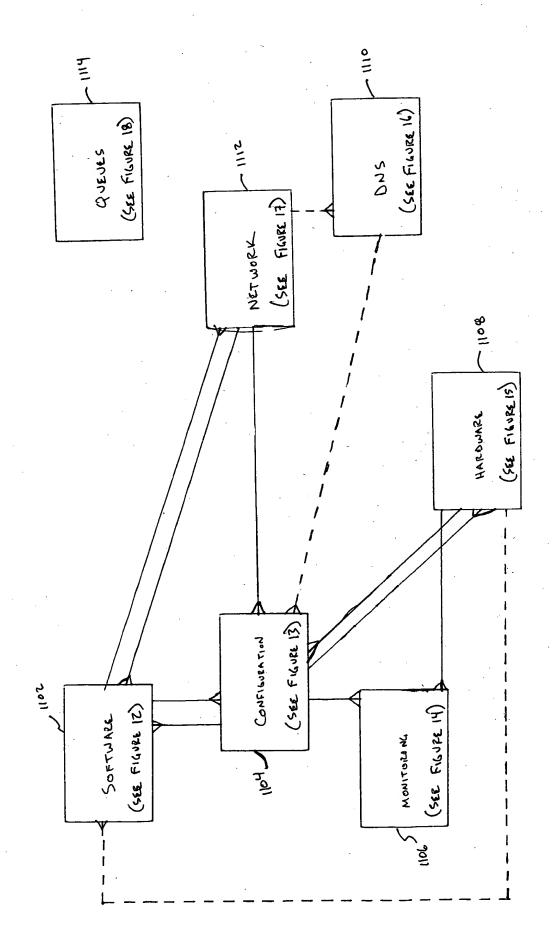


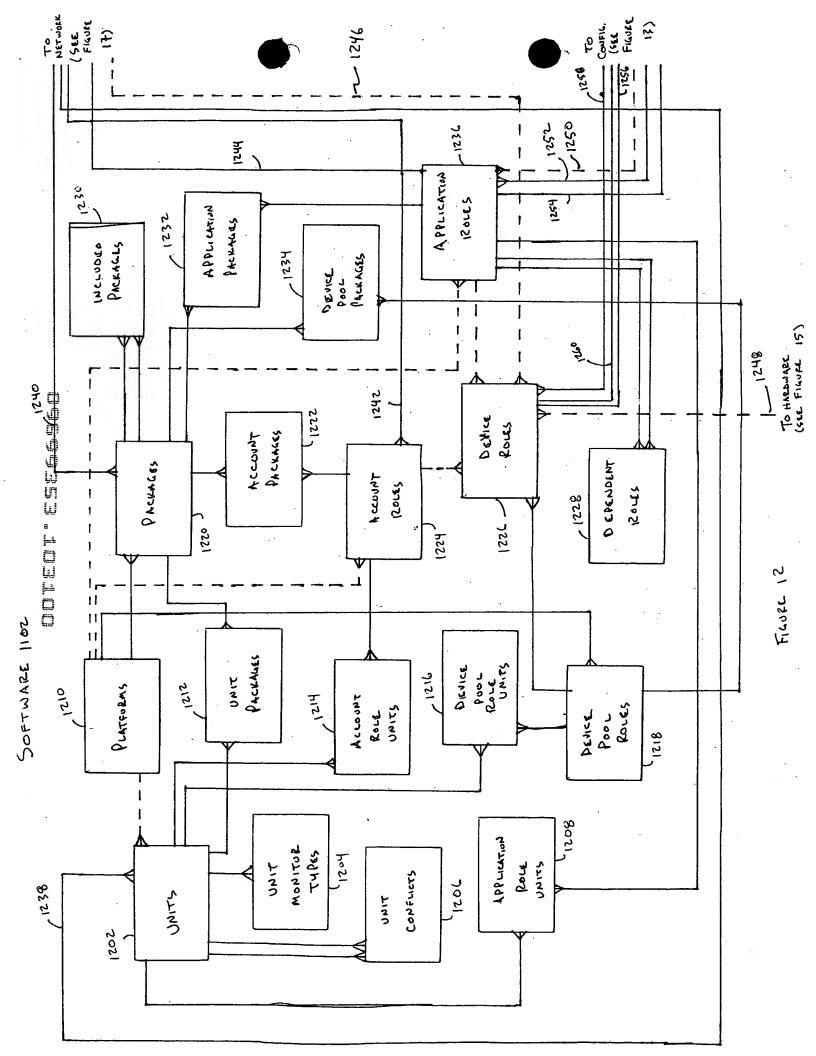
FIGURE 9



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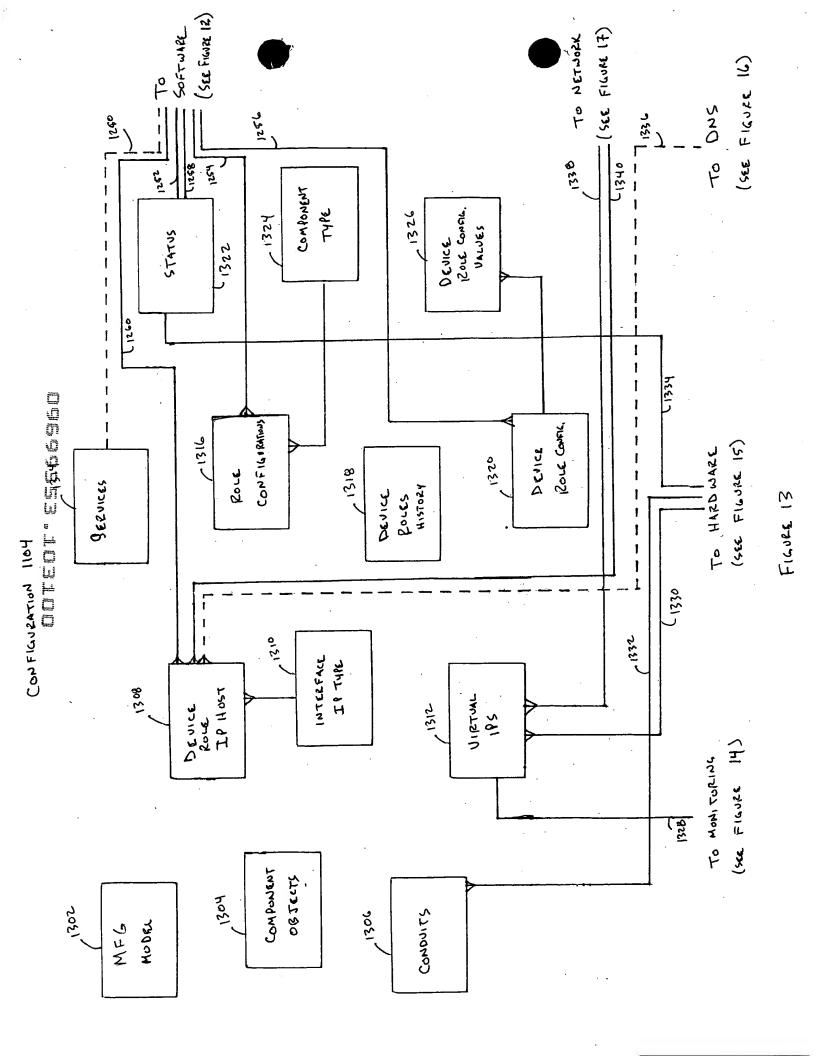
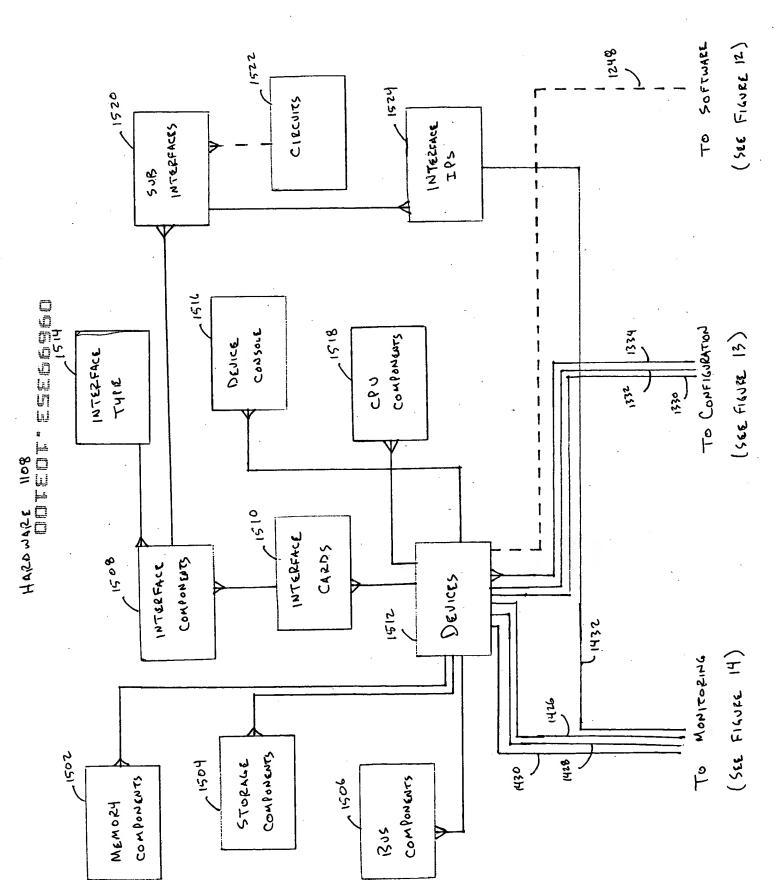
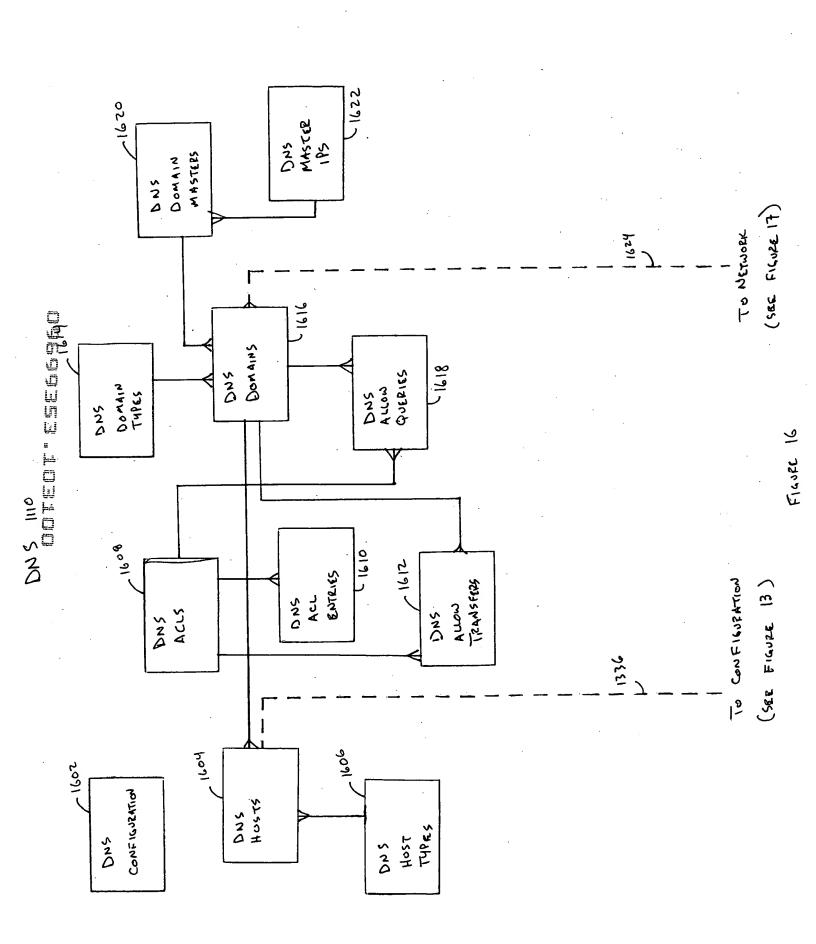
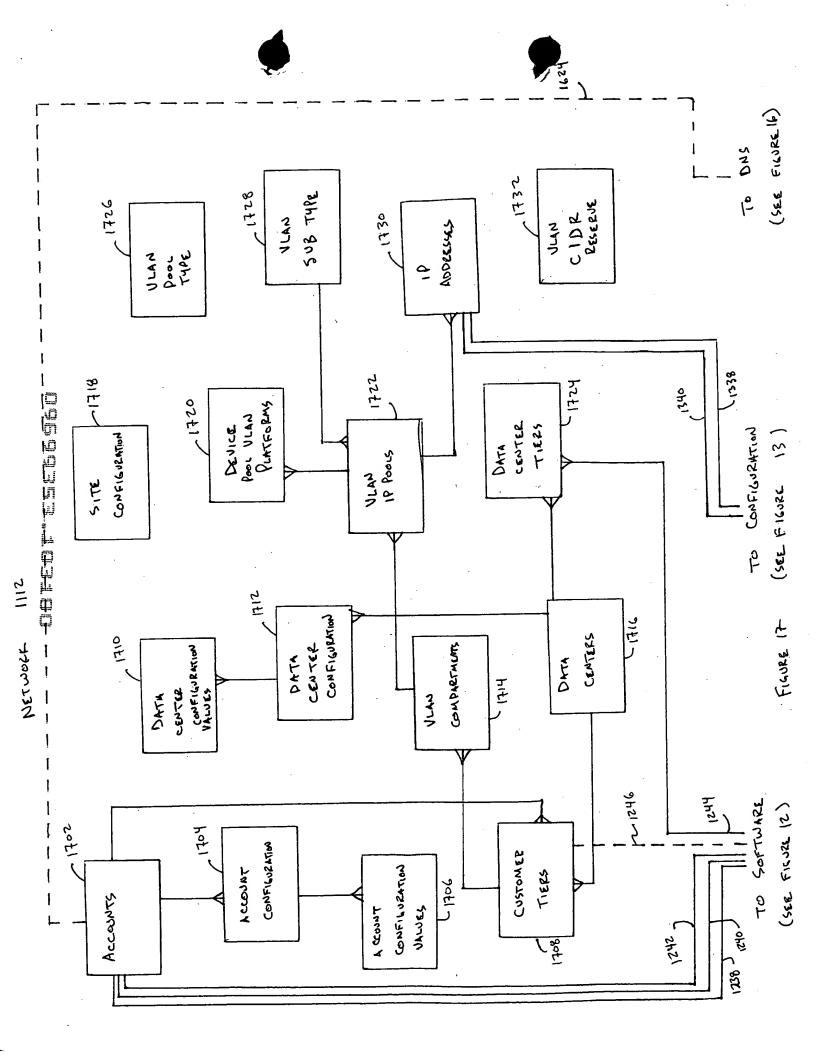
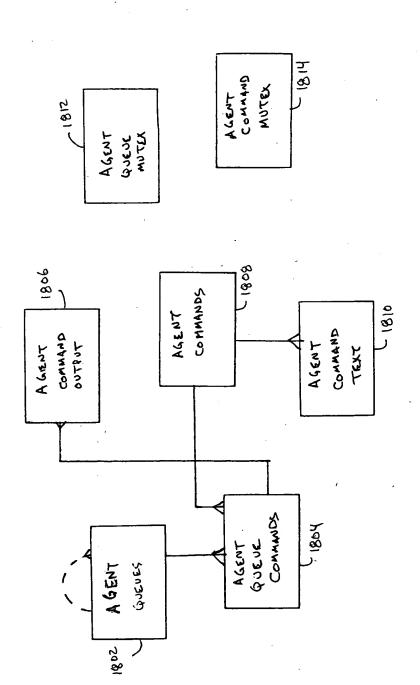


FIGURE 14









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